



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Illinois Bell Telephone Company
for quarter ending September 30, 2006

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$6,311.39	\$3,735.03	\$5,442.31	\$15,488.73
B. Number of credits issued for repairs - 24 - 48 hours	2,538	1,253	1,528	5,319
C. Number of credits issued for repairs - 48 - 72 hours	280	166	256	702
D. Number of credits issued for repairs - 72 - 96 hours	59	32	51	142
E. Number of credits issued for repairs - 96 - 120 hours	11	6	14	31
F. Number of credits issued for repairs > 120 hours	9	15	13	37
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	11,191	11,468	9,198	31,857
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$22,075.32	\$32,345.20	\$35,952.13	\$90,373.00
B. Number of installations after 5 business days	373	554	1,148	2,075
C. Number of installations after 10 business days	15	13	10	38
D. Number of installations after 11 business days	32	51	28	111
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3,161	5,808	6,288	15,257
F. Number of customers receiving alternate phone service rather than receiving a credit	0	2	0	2

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$48,850.00	\$61,150.00	\$74,800.00	\$184,800.00
B. Number of customers receiving credits	965	1,206	1,484	3,655
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments